TEMPBADGE VISITOR MANAGEMENT SOFTWARE
USER MANUAL VERSION 6.0 ~ 02-2015

Thank you for downloading the new TEMPbadge Visitor Management Software!

Table of Contents   Click the links below to go directly to a section.

System Requirements

Operating Systems: Compatible with Windows XP (sp3), Windows 7, Windows 8 and Windows 8.1 *(note: Microsoft no longer supports Windows XP).* Minimum Requirements: 500 MHz or faster processor / 256 MB RAM or more / 2.0 GB available disk space / 1024 x 576 or higher resolution monitor.

Capabilities

TEMPbadge Visitor Management software is a simple, stand-alone visitor identification system. It is not designed to interact with other installations or communicate with a network. Each station has a unique identification number so that, when using multiple stations, the source of every badge can be seen at a glance.

Terms and Conditions

TEMPbadge's Visitor Management software may be used only under the terms of our Software License Agreement. A fifteen day free trial is available. Once you purchase the software, you will receive a key code that will allow you to operate the system indefinitely.

Tech Support

For help call **866-422-3437** or send an email describing your issue or question to **tempbadge_vms_support@bradycorp.com.**

TEMPbadge®ID
Secure • Effective • Affordable

Getting Started

When downloading the new software if a message appears asking you to choose **SAVE** or **RUN**, choose **RUN**. Then follow the screen prompts to install the program. *(You must accept the license agreement to complete the installation.)* The operation will install TEMPbadge VMS along with Microsoft Access Runtime 2010.
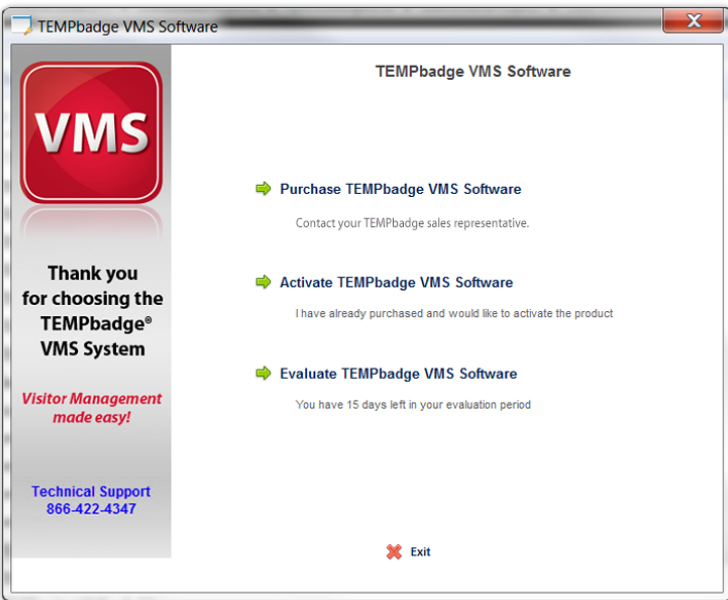
First Screen With 3 Options

When the installation is complete you'll see a message confirming that TEMPbadge VMS has been successfully installed and the TEMPbadge VMS application will launch. To re-launch the program after the initial installation, just double-click the TEMPbadge VMS icon on your desktop.

When the program first opens you will see a screen with 3 options:

- Purchase **TEMPbadge VMS Software**
  To purchase the software, contact your TEMPbadge sales representative.

- **Activate TEMPbadge VMS Software**
  Choose this option if you have already purchased the software and have a valid Key Code.

- **Evaluate TEMPbadge VMS Software**
 Choose this option if you would like to try the program **FREE** for fifteen days.

Basic Operation Using the Default Settings

To create a new badge using the default settings, just follow the instructions on the screen that appears when you launch TEMPbadge VMS.

1. Select **NEW BADGE**.

2. Choose a **BADGE TYPE.***
The selected **BADGE TYPE** will be added to the upper right corner of the new badge...
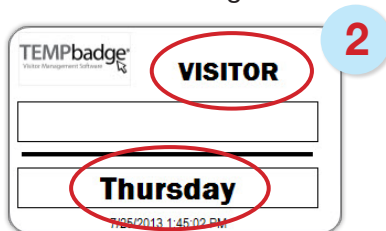
and the current day of the week will appear at the bottom.
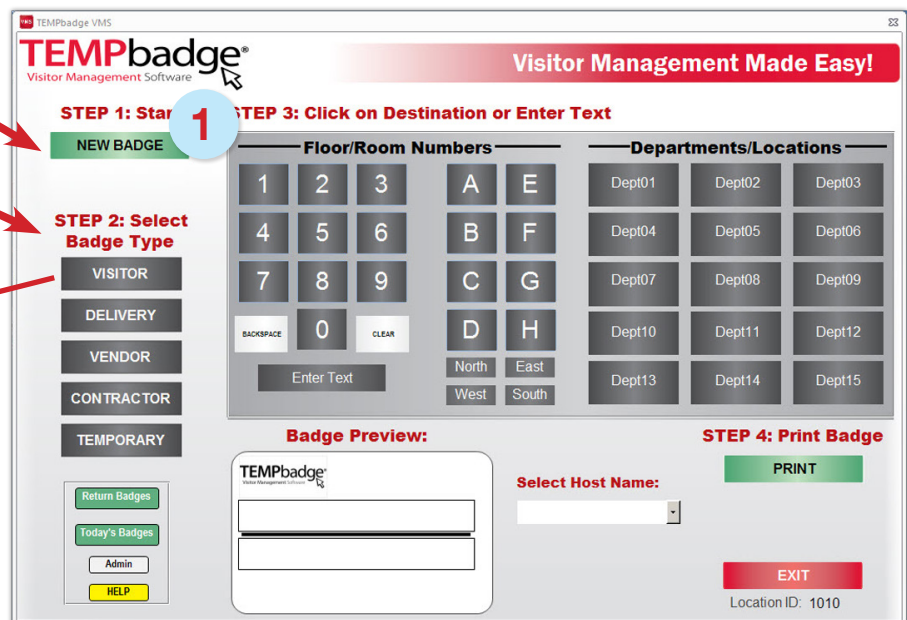
*Note: The system can also be set up to create badges with an additional field for a visitor name. Users with Administrator access can activate this option using the **Configure Default Badge Format** button in the Administrator's **Workstation Setup Options** panel (see pages 7-8).

3. To add a text field for **Department / Location** to the top center portion of the badge you may choose to either:

3A. Type a room number using the screen keys …

or **3B.** Select a **Department / Location** key.

or **3C.** Use the **"ENTER TEXT"** button. See instructions for this option below.

ADDITIONAL OPTION: Custom text can be added to **any** of the text fields on the badge. Just place your computer's cursor in the field you want to change and type the text using your computer keyboard. If you need to start over, hit **CLEAR** on the VMS screen keyboard, or hit **NEW BADGE** again.

The ENTER TEXT Button

This button allows you to enter your own custom text in the **Department / Location** field. To use this option:
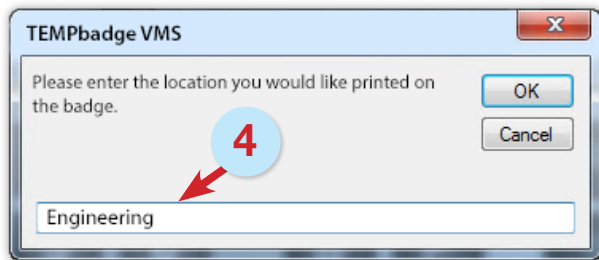
1. Hit the **NEW BADGE** button.

2. Choose a **BADGE TYPE** from the default selections.

3. Hit the **ENTER TEXT** button. A new dialog box will appear.

(continued next page)

The ENTER TEXT Button (cont.)

4. Type in your custom **Department / Location** text. Hit **OK**.

The "ENTER TEXT" dialog box

The finished badge displays your custom text in the center field.

Select Host Name (optional step)

The **Select Host Name** pull-down menu allows you to assign a "host" to a visitor's badge. The host is the name of the person in your organization that the visitor will be seeing. The name of the host will not appear on the badge; it is only used for reporting purposes.

Note: This setting is optional. It can be activated or deactivated using the "Configure Default Badge Format & Host" setting in the Administrator Workstation Setup Options panel (see page 8).
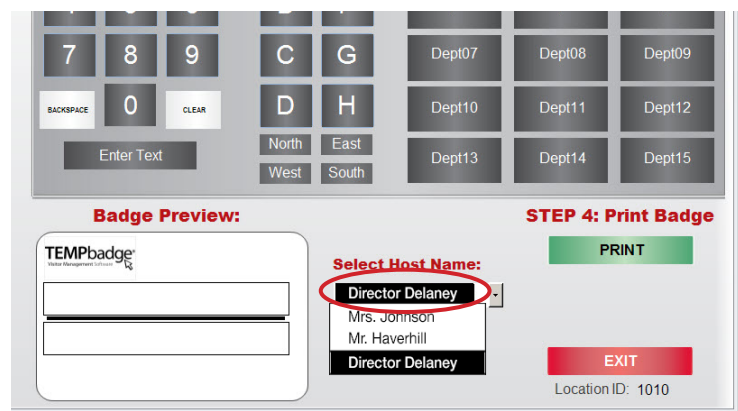
Printing and Issuing Badges

To print the badge, select the green **PRINT** button at the bottom of the main screen. Note that, below the day of the week, the finished badge also includes the **Workstation Location Number** (left) and the **Date and Time** (right).

(If you are using the Trial Version you will only see a preview of the badge. You must have a valid, activated copy of the software in order to print badges.)
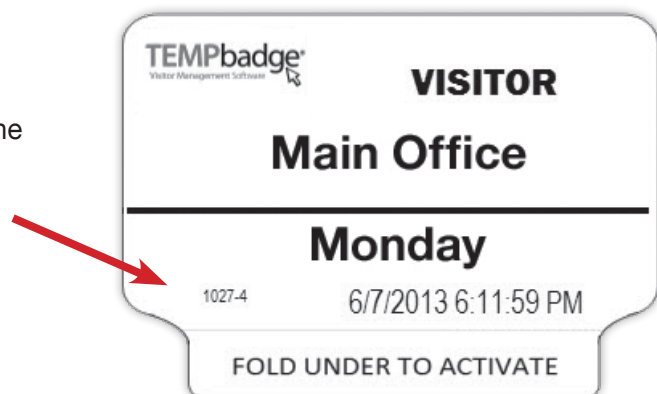
(A) Peel the adhesive badge from its backing.

(B) Fold the tab under and adhere it to the back of the badge.

(C) The badge is ready to issue.*

* Note: adhesive badges should not be applied to leather, suede, vinyl, silk, or other delicate fabrics.

Returning Badges

For an additional layer of security you may require visitors to return their ID's at the end of their visit. You can then track returned badges using the **Return Badge** feature.

To process a badge that is being returned, hit the **Return Badge** button at the left of the screen.

This will bring up a screen that allows you to search for an individual Badge three ways:

1. by Badge Number
2. by Name
3. by Scrolling through images of all open badges using the scroll arrows on the bottom left side of the screen.

Once the correct badge has been located, hit the green **Return Badge** button to check the visitor out.

To check out **ALL** open badges, hit the **Return All Open Badges** button at the bottom.

Note: At the end of each day, It is recommended that ALL open badges be returned. This will prevent open records from carrying over to future days.
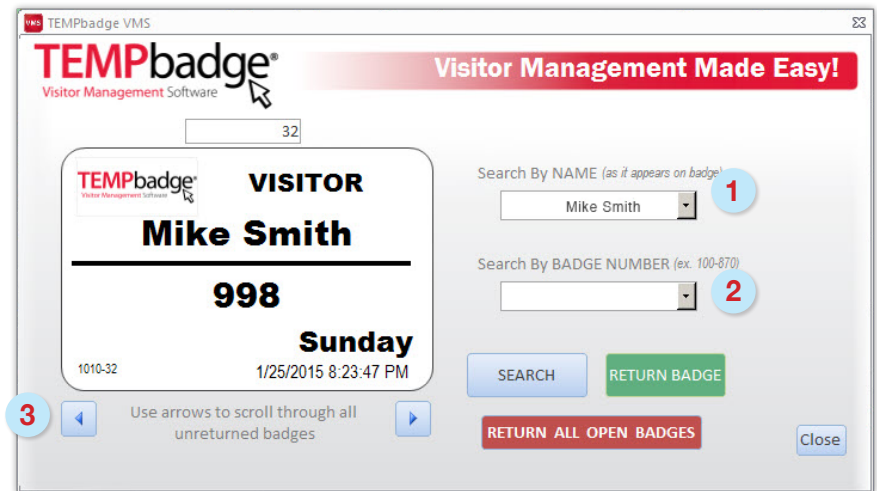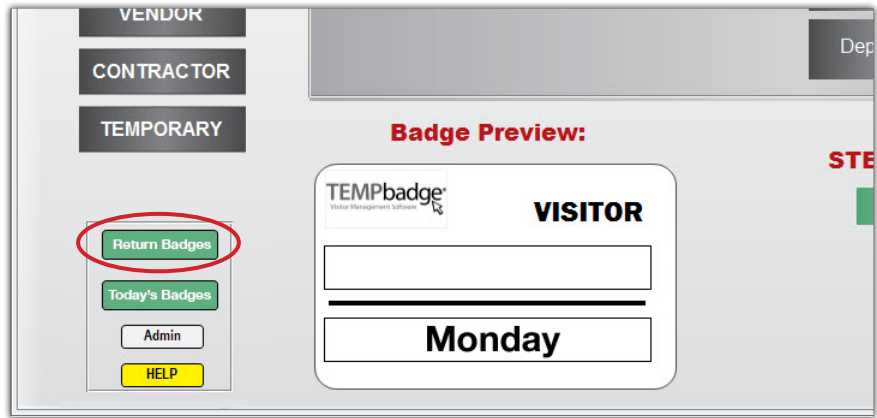
The "Return Badges" Screen

The Help Button

You can hit the yellow **HELP** button at the bottom left of the main screen at any time to access this User Manual.
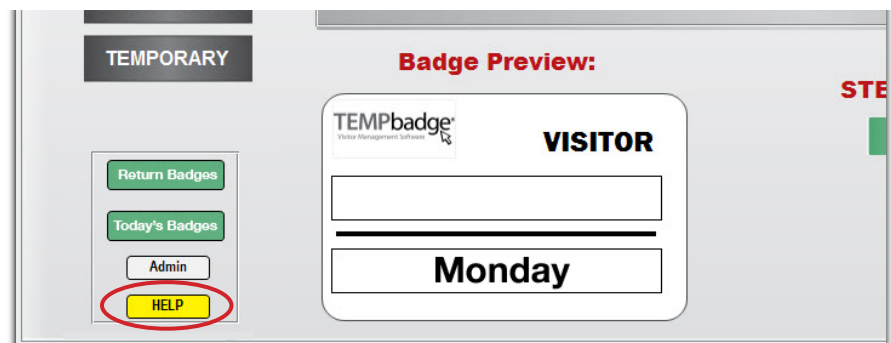
Creating a Report of the Current Day's Badges

To create a report of all Badges issued thus far on the current day, select the green **Today's Badges** button at the bottom left of the main screen.

This will create a "**Total Badges By Date**" report for the current day and display an **Output Options** window.

In the **Output Options** window hit the **Preview** button to view the report, or use **Control P** to print.
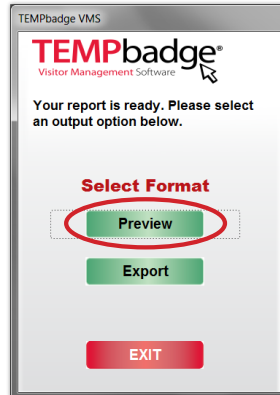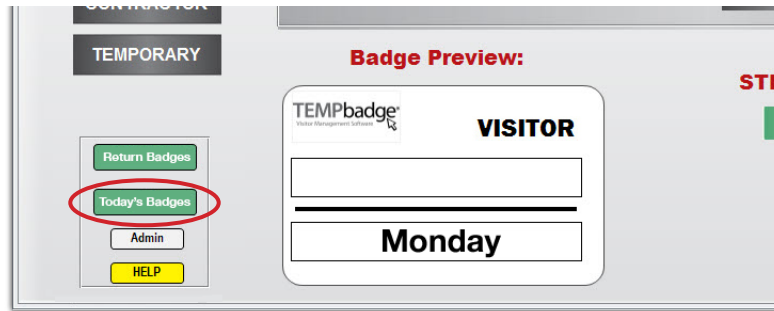
Output Options Window

To save a copy of the report hit **Export.**

Choose a file format *(Microsoft Excel, PDF, etc.),* then navigate to the location on your computer where you would like to save the file.

The file will automatically be saved with the current date and default name: *(YYYY.MM.DD_ TodaysBadges_Rpt).*

To return to the main screen hit the **X** at the top right or press the **Esc** key.
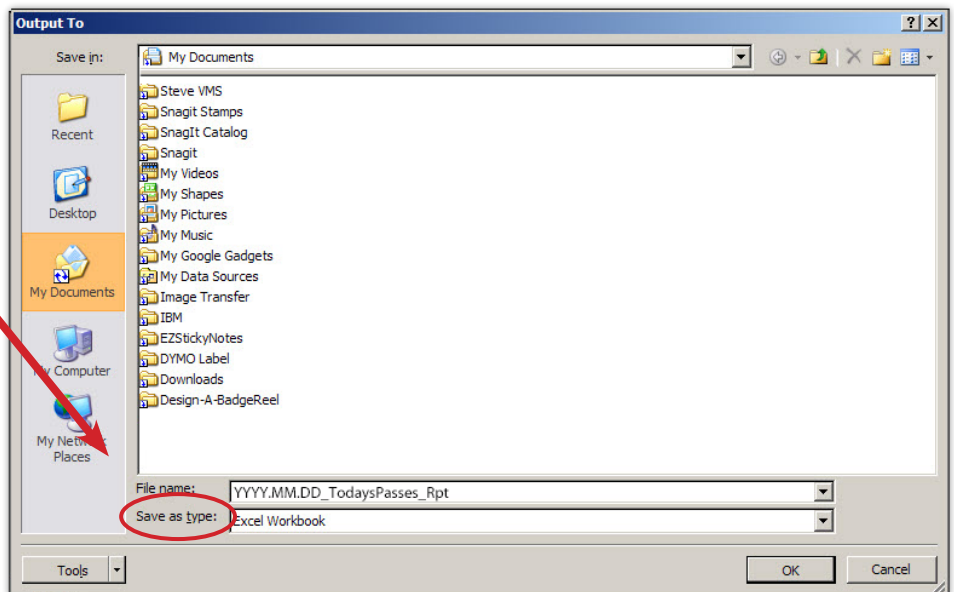
Export Options Screen

Administrator Options

There are a number of options available only to users with **Administrator** access. To access these settings, click on the **Admin** button at the bottom left of the main screen.

This will display the **Login** screen for access to the **Workstation Setup Options** panel.
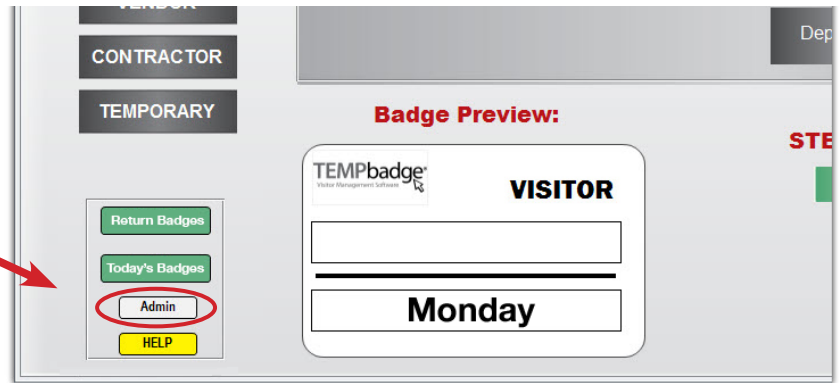
Enter your **User ID** and **Passcode*** on the **Login** screen and click the **Login** button.
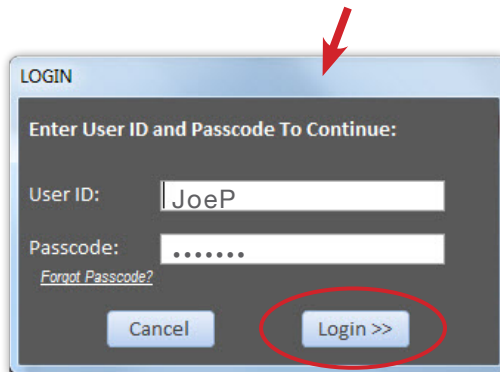
The **Workstation Setup Options** panel displays.
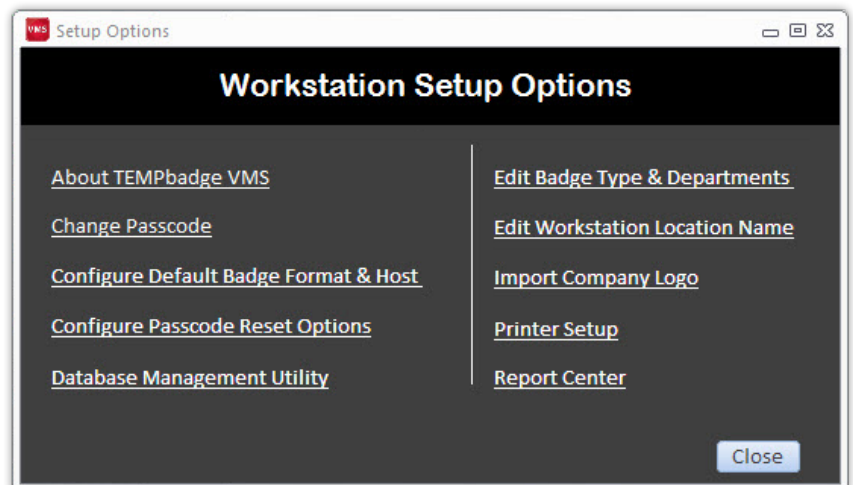
*Note: be sure to change the default passcode after activating your software – see instructions under "Changing Your Passcode."

Workstation Setup Options Panel

About TEMPbadge VMS

The first selection in the **Administrator Options** window, **About TEMPbadge VMS**, will open a window containing TEMPbadge copyright information.

If you have not yet activated the software this window will show the amount of time left on your free trial.
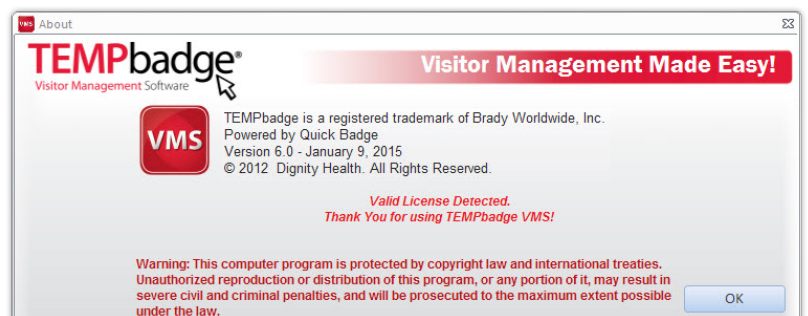
Changing Your Passcode

1. To change your **Passcode**, select the **Change Passcode** button. Type your existing Passcode in the first field.

2. Type a new Passcode (4-12 characters, no spaces) in the next field, then re-enter the new Passcode in the third field.

3. Hit **Save**.

Change Passcode

- Be between 4 - 12 characters;
- No spaces;
- Cannot match user id

Current Passcode: ⓵

NEW Passcode: ②

Re-enter
NEW Passcode:

Cancel   Save >> ③
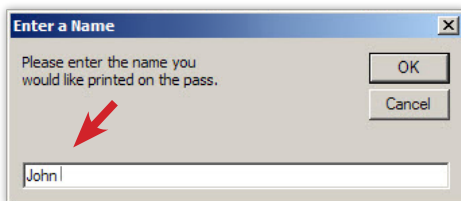
Configure Default Badge Format & Host

The **Configure Default Badge Format & Host** settings allow you to control two important options:

1. You may configure the system to create badges **with** or **without** an additional text field for a visitor name.

The **Type 1** button, for badges **without** a visitor name, is the default setting.

If the **Type 2** button is selected, when creating a new badge, after choosing a **Badge Type**, the user will be prompted to type in a name for the visitor.

TEMPbadge   **VISITOR**

Room 118

Thursday

Default
Layout
(Type 1)

Enter a Name   ✕

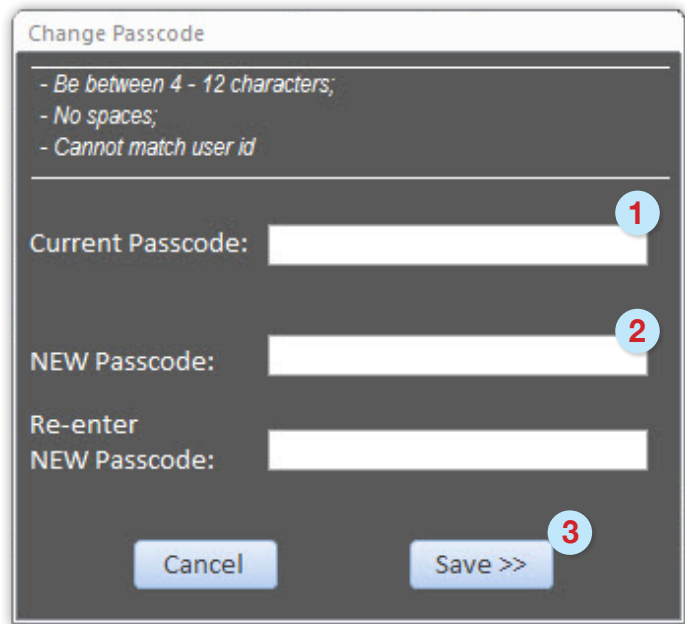Please enter the name you
would like printed on the pass.   OK

Cancel

John |

Custom Visitor Name Dialog Box

Configure Default Badge Format

TEMPbadge   **Visitor Management Made Easy!**

Please choose a default badge format

① ○ Type 1 – Department / Location ONLY (Default)
   ● Type 2 – Visitor Name & Department / Location
      (Will prompt for a name to be entered for each new badge)

Include Host Information

☐ Check here if you want to capture the name of the host
   (i.e. the person in your organization who the visitor will be seeing)

   Note: The name of the host will not appear on the badge,
          but will be detailed in all reports.

Cancel   Save

TEMPbadge   **VISITOR**

John Smith

Room 118

Thursday

Example

The system will then create an additional text field for a visitor name.
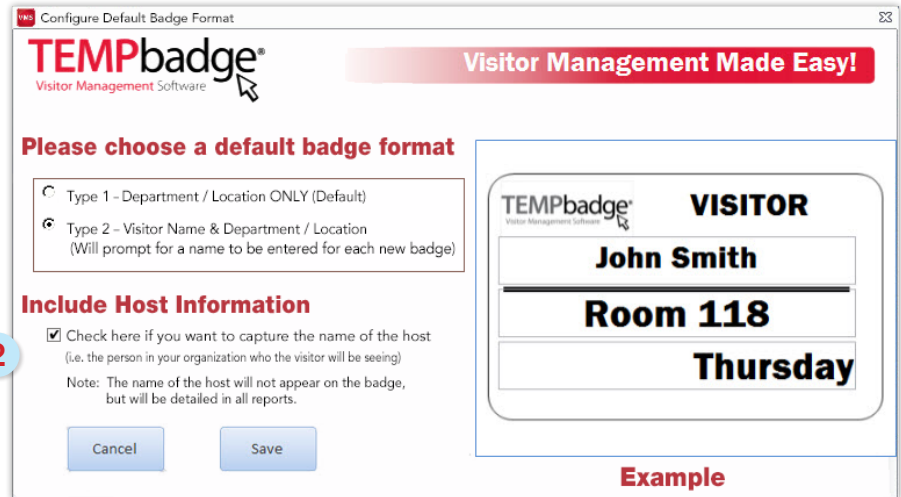
Continued next page.

Configure Default Badge Format & Host (cont.)

2. When the **Include Host Information** setting is checked the system will remember the name of the person in your organization that the visitor will be seeing (referred to as "host").

The name of the host will not appear on the badge; it is only used for reporting purposes (see **Host Data Tools,** p.10).

Note: host data is added and managed using the **Database Management Utility** (p.10).
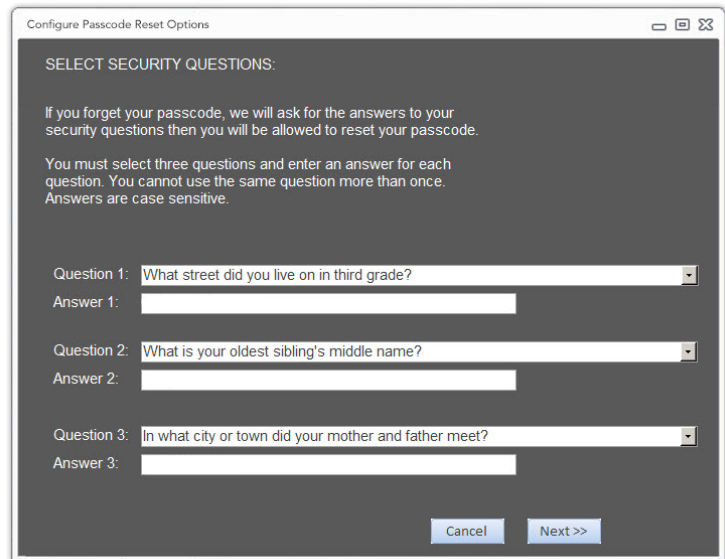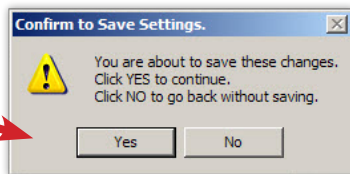
Configure Passcode Reset (Recovering a Forgotten Passcode)

If you forget your Passcode you can hit the **"Configure Passcode Reset"** button on the **Administrator Options** screen. This will display a list of security questions. Answer the questions to reset your Passcode.

To select a set of questions and record the answers:

1. Select **Configure Passcode Reset**.

2. In the next window, choose three security questions from the pull-down menus and type in your answers.

3. Click **Next;** click **Submit;** then click **Yes** on the confirmation screen.

*Note: If the administrator who set up the challenge questions is no longer available, please call **TEMPbadge VMS Tech Support** at **866-422-3437** for assistance.*

The Database Management Utility

This section contains three tabs of tools that are used to manage data. Using these tools various badge and workstation information can be imported, exported, archived or purged.

FIRST TAB - Visitor Data Tools

The **Visitor Data Tools** allow you to **Archive** a portion of your visitor records. You can restore the archived data to the system later by using the **Restore** setting. The **Purge** setting allows you to **permanently delete** selected portions of your visitor records.

To use the **Visitor Data Tools**:

1. Choose one of the three options on the left: **Archive, Purge** or **Restore Visitor Data.**

2. Type a date range in the **Select Date Range** boxes, *(mm/dd/yyyy format),* or select start and end dates by clicking on the calendar icons next to those boxes.
Click **Continue.**

3. To **Archive** visitor data select **Archive Visitor Data** and choose a file format. The archive file will be named with your chosen date range: *(VMS_ARCHIVE-MM.DD.YY - MM.DD.YY).* Navigate to a location on your computer to store the file. Click **OK.**

   To **Restore** visitor badge data that has been previously archived, select the **Restore Visitor Data** button. Navigate to the corresponding archive file on your computer and click **OK.** The archived data is restored.
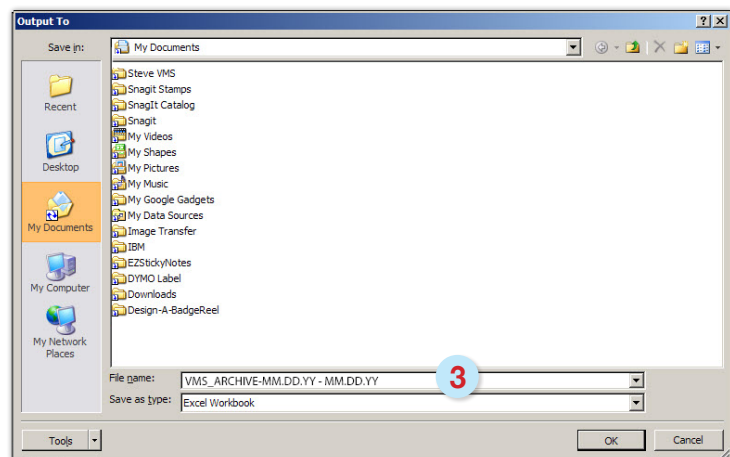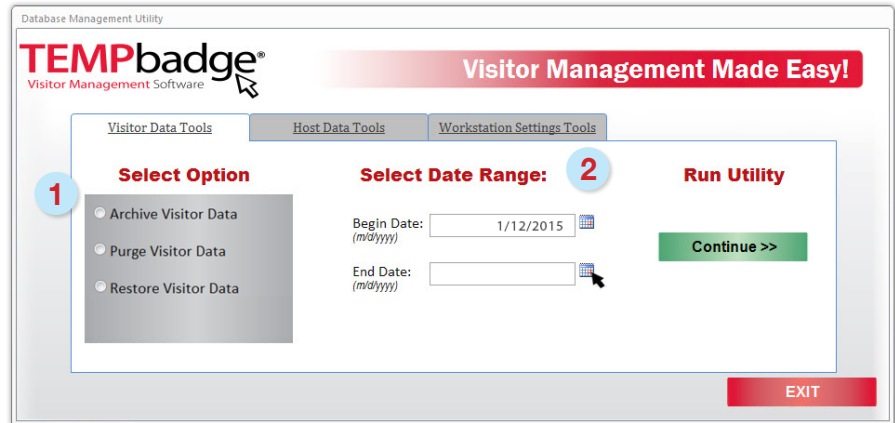
SECOND TAB - Host Data Tools

The **Host Data Tools** are used to manage the names of people in your organization that visitors will be visiting ("hosts").

1. The **Edit Host Data** setting allows you to manually key in updates or corrections to existing host names and information.

2. The **Import Host Data** setting allows you to import a list of host names in Excel or Text format. The names on the imported list will be **ADDED** to the existing names.
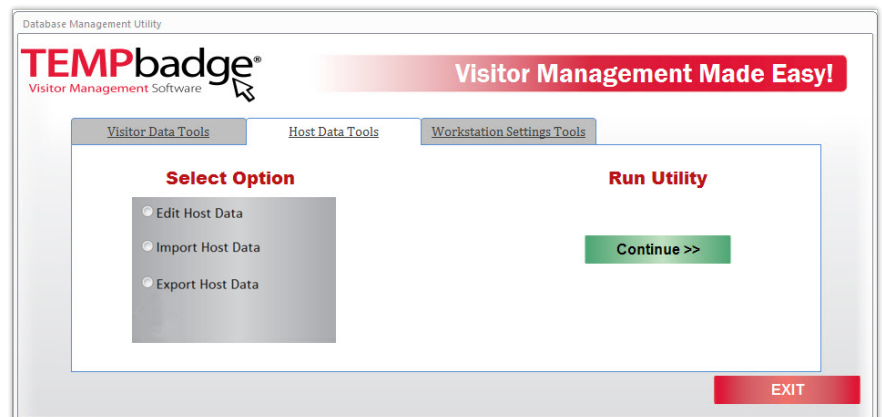
3. **The Export Host Data** setting allows you to export an existing list of host names, which can then be imported to another device running **TEMPbadge VMS** software.

The Database Management Utility (cont.)

THIRD TAB
Workstation Settings Tools

The **Workstation Settings Tools** allow you to import and export data such as custom **Department Name Buttons, Printer Settings**, etc.

Once Workstation information has been set on one device, the settings can be exported and then imported to another device running **TEMPbadge VMS** software, allowing settings to be duplicated uniformly from station to station.
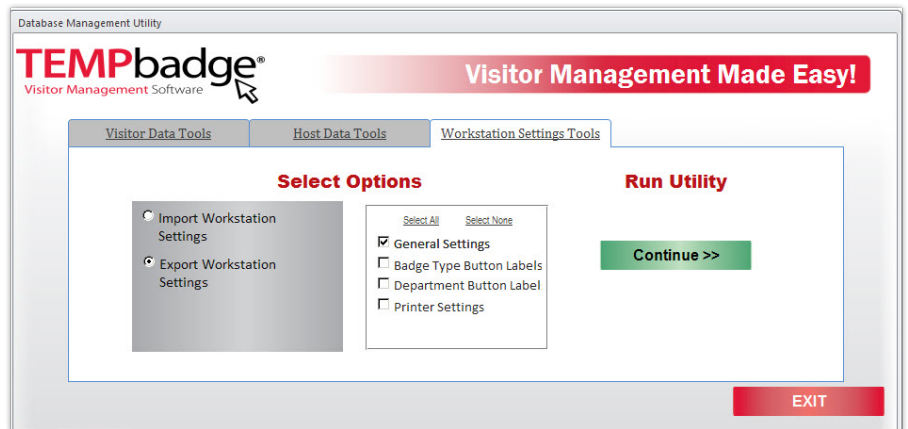
Note: the imported settings will Replace the existing settings for that item.

Editing "Badge Type and Department/Location" Names

The **Edit Badge Type & Departments** setting allows you to change the names of the **Badge Type** buttons (limit 10 characters) and the **Department / Location** buttons (limit 14 characters).

1. Select a **Badge Type** or **Department Name** from the pull-down menu in the first field.

2. Type the new button name in the second field.*

3. Select **Save** to apply changes. You will then be given the option to configure additional buttons. Hit **Yes** to change another button. Hit **No** to return to the **Workstation Setup Options** screen.
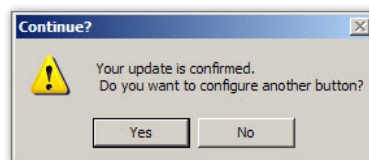
For suggested Badge Types and Department Names see addendum on page 16.

Note: Badge Type and Department/Location fields may be left blank. Just select the Badge Type or Department from the pull-down menu in the first field and click in the second field without typing anything.
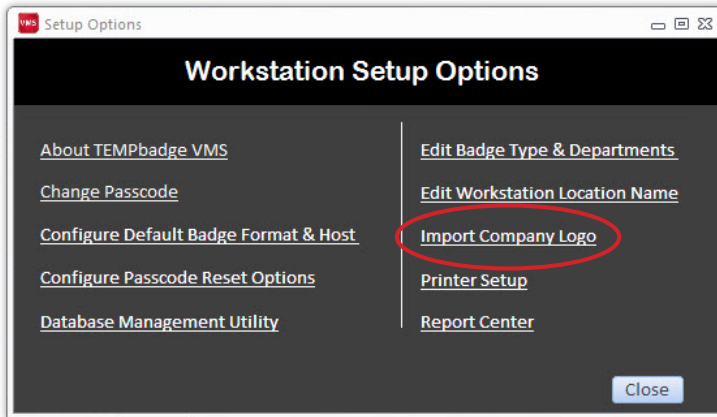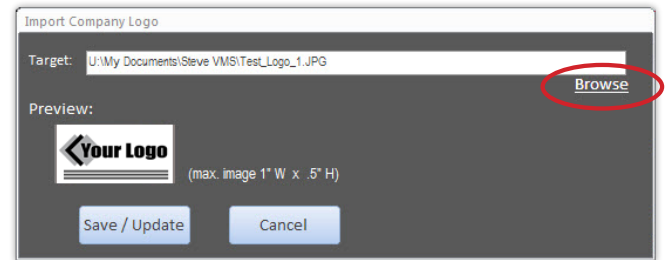
Editing Workstation Location Information

The **Edit Workstation Location Name** setting allows you to change the four digit **Location ID** number and the **Location Name**. Hit **Close** to save changes.

Edit Location ID

LocationID: 1027   Location Name: East Entrance

Close

Adding or Changing a Logo

1. To add a logo or to change an existing logo, click on **Import Company Logo.**

Workstation Setup Options

About TEMPbadge VMS   Edit Badge Type & Departments

Change Passcode   Edit Workstation Location Name

Configure Default Badge Format & Host   Import Company Logo

Configure Passcode Reset Options   Printer Setup

Database Management Utility   Report Center

Close

2. In the next window, click the **Browse** button and navigate to a logo image file on your computer.

Import Company Logo

Target: U:\My Documents\Steve VMS\Test_Logo_1.JPG   Browse

Preview:

◆Your Logo   (max. image 1" W x .5" H)

Save / Update   Cancel
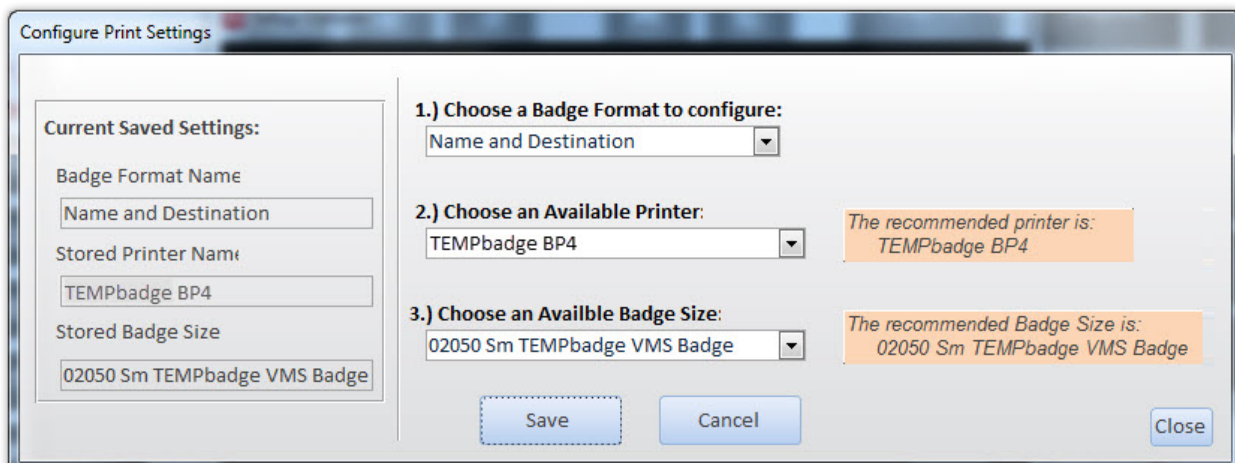
3. Click **Save/Update.**

Logo image should be a horizontal rectangle, no larger than 1" wide x 1/2" high, 72 pixels per inch, in .bmp, .jpg, or .png format)

Note: The TEMPbadge BP4 Printer uses direct-thermal technology, which means that all information on the badge will print in black & white. Even if you upload a color logo it will display on the main screen and print only in black & white.
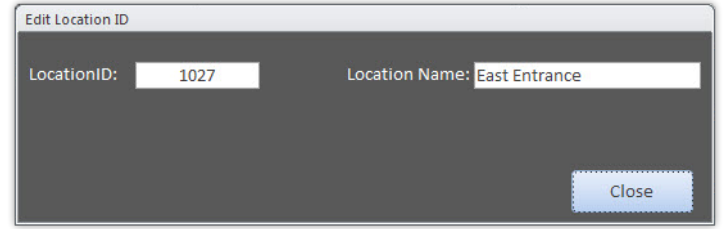

Printer Setup

Select **Printer Setup** to set the badge format, choose from the available printers, and choose a badge size.

1 **Choose a Badge Format:** set to print badges *without* a visitor name **(Destination Only)** or *with* a visitor name **(Name and Destination).**

2 Under **Choose an Available Printer,** select: **TEMPbadge BP4.**

3 Under **Choose an Available Badge Size,** select: **02050 Sm TEMPbadge VMS Badge.**

Configure Print Settings

Current Saved Settings:

Badge Format Name
Name and Destination

Stored Printer Name
TEMPbadge BP4

Stored Badge Size
02050 Sm TEMPbadge VMS Badge

1.) Choose a Badge Format to configure:
Name and Destination

2.) Choose an Available Printer:
TEMPbadge BP4

The recommended printer is:
TEMPbadge BP4

3.) Choose an Availble Badge Size:
02050 Sm TEMPbadge VMS Badge

The recommended Badge Size is:
02050 Sm TEMPbadge VMS Badge

Save   Cancel   Close

Report Center

Select **Report Center** to access the TEMPbadge VMS reporting options. The software can generate reports for badges issued by **Destination** (i.e. MAIN OFFICE), **Badge Type** (i.e. VISITOR), **Date, Host Name,** or **Visitor Name.**

1. For all reports, first **Select a Date Range** by placing your cursor in each of the two Date Range boxes and typing a date *(mm/dd/yyyy format),* or by clicking on the small calendar icons next to those boxes.

2. Choose the type of data to report from the buttons in the center of the screen.

3A. For all reports (except badges by **Visitor Name**) next hit the **Preview** button to view, or **Control P** to print the report. Or hit the **Export** button to choose a file format *(Microsoft Excel, PDF, HTML, Rich Text, etc.),* and navigate to the location on your computer where you would like to save a copy of the report.

3B. For badges issued by **Visitor Name,** first select a search method from one of the three buttons below the date range:

Exact: Type a specific name into the text field *(i.e. John).*

Contains: Type in part of a name *(i.e. Jo or hn)*

Begins with: Type the first letter of a name *(i.e. J)*

After the search method is selected and text for a name or part of a name has been entered, hit **Preview** to view, **Control P** to print, or **Export** to choose a file format and save a copy of the report.

See pages 14-15 for samples of the reports.

Addendum A - Sample Reports

TEMPbadge — Visitor Management Software

Visitor Management Made Easy!

Total Badges Issued By Destination

Origin ID	Badge ID	Date Issued	Time issued	Destination	Name	Type	Date Returned	Time Returned
Destination: ADMIN								**Total: 4**
1010	38	2/11/2015	8:33:11 AM	ADMIN	Tom Potter	TEMPORARY	2/11/2015	9:30:41 AM
1010	40	2/11/2015	9:05:33 AM	ADMIN	Tony Maris	VENDOR	2/11/2015	10:21:08 AM
1010	47	2/12/2015	2:34:04 PM	ADMIN	Andy Carlin	VENDOR	2/12/2015	4:14:05 PM
1010	48	2/13/2015	11:33:38 AM	ADMIN	Louise Hart	VISITOR	2/13/2015	2:12:55 PM
Destination: CHEM								**Total: 1**
1010	37	2/18/2015	11:23:38 AM	CHEM	Jerry Smith	VISITOR	2/18/2015	11:30:33 AM
Destination: ENG								**Total: 5**
1010	34	2/11/2015	1:03:00 PM	ENG	Louise Hart	VISITOR	2/11/2015	5:03:00 PM
1010	36	2/11/2015	2:55:33 PM	ENG	Louise Hart	VISITOR	2/11/2015	4:45:12 PM
1010	41	2/12/2015	12:56:09 PM	ENG	Louise Hart	VISITOR	2/12/2015	2:01:34 PM
1010	42	2/13/2015	9:07:31 AM	ENG	Louise Hart	VISITOR	2/13/2015	11:33:37 AM
1010	52	2/15/2015	8:44:02 AM	ENG	Louise Hart	VISITOR	2/15/2015	12:24:02 PM
Destination: GEO								**Total: 1**
1010	46	2/18/2015	11:41:28 AM	GEO	Tom Potter	TEMPORARY	2/18/2015	11:48:07 AM

TEMPbadge — Visitor Management Software

Visitor Management Made Easy!

Total Badges Issued By BadgeType

Origin ID	Badge ID	Date Issued	Time issued	Destination	Name	Type	Date Returned	Time Returned
Pass Type: DELIVERY								**Total: 3**
1010	39	2/11/2015	8:56:09 AM	REC	Chuck Edwards	DELIVERY	2/11/2015	10:22:09 AM
1010	50	2/11/2015	9:07:31 AM	REC	Bob Dale	DELIVERY	2/11/2015	10:19:38 AM
1010	51	2/12/2015	8:44:02 AM	REC	Bob Dale	DELIVERY	2/12/2015	9:14:52 AM
Pass Type: TEMPORARY								**Total: 1**
1010	46	2/18/2015	11:41:28 AM	GEO	Tom Potter	TEMPORARY	2/18/2015	11:48:07 AM
Pass Type: VENDOR								**Total: 3**
1010	38	2/11/2015	8:06:09 AM	ADMIN	Tony Maris	VENDOR	2/11/2015	1:16:09 PM
1010	40	2/16/2015	9:12:31 AM	ADMIN	Tony Maris	VENDOR	2/16/2015	11:32:31 AM
1010	47	2/17/2015	8:22:02 AM	ADMIN	Andy Carlin	VENDOR	2/17/2015	2:42:43 PM
Pass Type: VISITOR								**Total: 12**
1010	34	2/18/2015	11:20:34 AM	ENG	Louise Hart	VISITOR	2/18/2015	11:30:33 AM
1010	35	2/18/2015	11:21:05 AM	MATH	Todd Jones	VISITOR	2/18/2015	11:30:33 AM
1010	36	2/18/2015	11:21:28 AM	ENG	Louise Hart	VISITOR	2/18/2015	11:30:33 AM
1010	37	2/18/2015	11:23:38 AM	CHEM	Jerry Smith	VISITOR	2/18/2015	11:30:33 AM
1010	41	2/18/2015	11:30:03 AM	ENG	Louise Hart	VISITOR	2/18/2015	11:30:33 AM
1010	42	2/18/2015	11:33:07 AM		Louise Hart	VISITOR	2/18/2015	11:37

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Total Badges Issued By Date

Origin ID	Badge ID	Date Issued	Time issued	Destination	Name	Type	Date Returned	Time Returned
Month: February 2015							**Total:**	**19**
1010	34	2/02/2015	9:03:30 AM	ENG	Louise Hart	VISITOR	2/02/2015	11:23:40 AM
1010	35	2/02/2015	10:22:32 AM	MATH	Todd Jones	VISITOR	2/02/2015	12:12:32 PM
1010	36	2/03/2015	9:05:32 AM	ENG	Louise Hart	VISITOR	2/03/2015	10:05:32 AM
1010	37	2/03/2015	9:56:54 AM	CHEM	Jerry Smith	VISITOR	2/03/2015	11:26:54 AM
1010	38	2/06/2015	8:44:02 AM	ADMIN	Tony Maris	VENDOR	2/06/2015	10:47:09 AM
1010	39	2/09/2015	9:03:30 AM	REC	Chuck Edwards	DELIVERY	2/09/2015	10:23:50 AM
1010	40	2/09/2015	10:22:32 AM	ADMIN	Tony Maris	VENDOR	2/09/2015	2:32:32 PM
1010	41	2/09/2015	9:05:32 AM	ENG	Louise Hart	VISITOR	2/09/2015	4:25:32 PM
1010	42	2/09/2015	9:56:54 AM	ENG	Louise Hart	VISITOR	2/09/2015	5:16:54 PM
1010	43	2/10/2015	8:44:02 AM	HIST	James Simonelli	VISITOR	2/10/2015	4:14:02 PM
		2/11			Cameron			

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Total Badges Issued By Host Name

Origin ID	Badge ID	Date Issued	Time issued	Destination	Name	Type	Date Returned	Time Returned
Host Name: Aron Williams							**Total:**	**3**
1010	38	2/07/2015	9:11:22 AM	ADMIN	Tony Maris	VENDOR	2/07/2015	11:02:12 AM
1010	50	2/11/2015	9:12:43 AM	REC	Bob Dale	DELIVERY	2/11/2015	12:17:43 PM
1010	52	2/17/2015	10:06:34 AM	ADMIN	Louise Hart	VISITOR	2/17/2015	1:08:38 PM
Host Name: Donna Nixon							**Total:**	**3**
1010	34	2/06/2015	9:01:22 AM	ENG	Louise Hart	VISITOR	2/06/2015	4:31:22 PM
1010	42	2/11/2015	9:04:43 AM	ENG	Louise Hart	VISITOR	2/11/2015	4:22:03 PM
1010	48	2/17/2015	8:44:34 AM	ENG	Louise Hart	VISITOR	2/17/2015	4:12:34 PM
Host Name: Eric Rogers							**Total:**	**1**
		2/18	:41:3		Tom	PORARY		

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Total Badges Issued by Visitor Name

Origin ID	Badge ID	Date Issued	Time issued	Destination	Name	Type	Date Returned	Time Returned
Visitor Name: Tony Maris							**Total:**	**2**
1010	38	2/06/2015	8:02:12 AM	ADMIN	Tony Maris	VENDOR	2/06/2015	10:02:12 AM
1010	40	2/11/2015	9:17:43 AM	ADMIN	Tony Maris	VENDOR	2/11/2015	11:17:43 AM

Grand Total 2

# Addendum B - Suggested Badge Type & Department / Location Names

Default	MEDICAL FACILITY	SCHOOL FACILITY	CORPORATION
BadgeType1	VISITOR	VISITOR	VISITOR
BadgeType2	OUTPATIENT	PARENT	CONTRACTOR
BadgeType3	CONTRACTOR	GUARDIAN	VENDOR
BadgeType4	VENDOR	VOLUNTEER	TEMPORARY
BadgeType5	VOLUNTEER	CONTRACTOR	
Dept1	Emergency	Conf Room A	Administration
Dept2	ICU	Conf Room B	Executive
Dept3	Cardiology	Special Ed Room	Marketing
Dept4	Neurology EEG	Kindergarten	Sales
Dept5	Sleep Lab	Grade 1 - A	Purchasing
Dept6	Hand Clinic	Grade 1 - B	Human Resources
Dept7	Phys. Therapy	Grade 2 - A	Facilities
Dept8	Occup. Therapy	Grade 2 - B	Security
Dept9	Speech Therapy	Grade 3	Operations
Dept10	Rehab Records	Grade 4	Manufacturing
Dept11	Rehab Admin	Grade 5	Conf. Room A
Dept12	Rehab Pool	Music Room	Conf. Room B
Dept13	Blood Lab	Cafeteria	Conf. Room C
Dept14	Admin.	Gymnasium	Meeting Room A
Dept15	XRAY	Auditorium	Cafeteria

Note: Not all Badge Types or Department/Locations need to be used.
Unused buttons can be blanked out to avoid confusion.

Addendum C - VMS Troubleshooting - 02.2015

**Problem: Microsoft Access 2010 Runtime -
"The installation of this package failed"
(File: c:\...\Tempbadge_VMS-256X256sm.ico)**

Solution: Virus software is blocking the MSAccess Runtime executable.
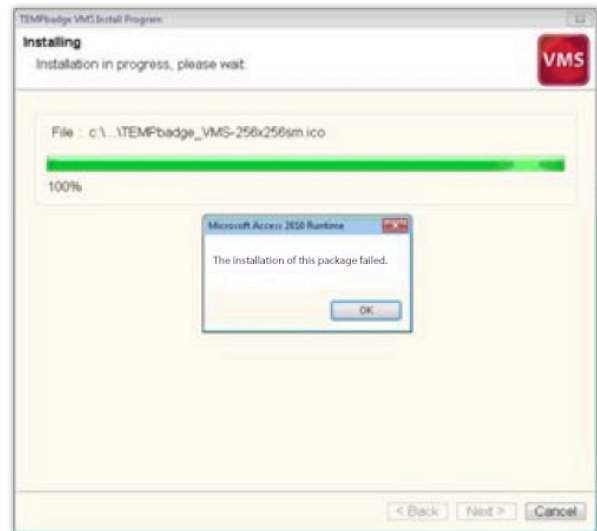
Problem: Error Code 42 "Run As Administrator" (when logging into the TEMPbadge VMS Software)

Solution: Browse to C:\Program Files (x86)\Microsoft Office\Office14 Find the **MSACCESS.EXE** file.
Right click on the file,
choose **Properties**.
Click the **compatibility** tab.
Check "**Run this program as administrator.**"
Click **Apply** and **OK**.
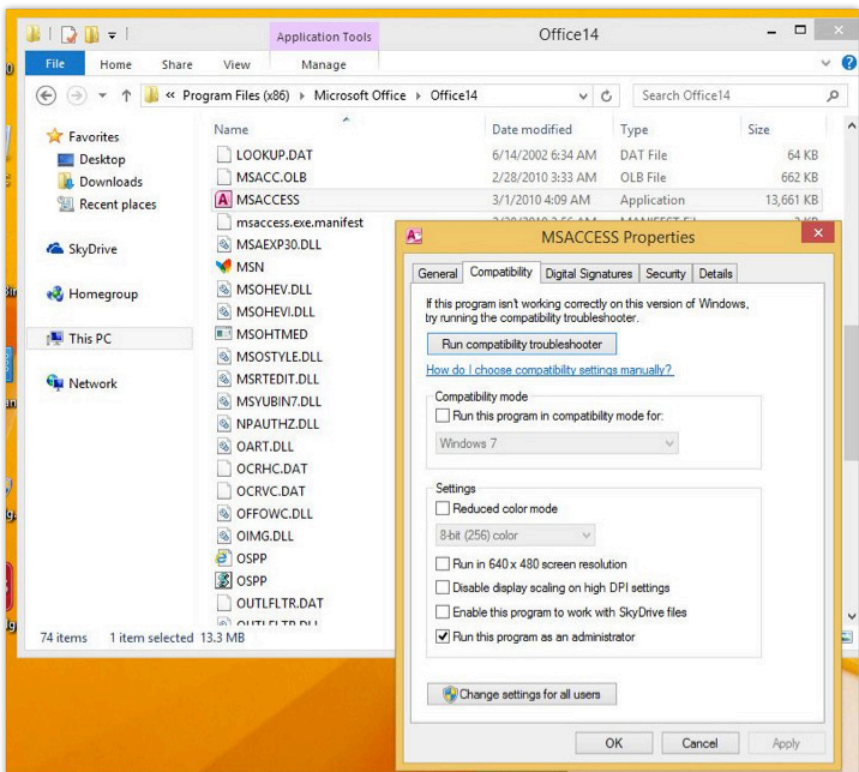
Problem: Error Code 2501 "The Open Report action was canceled"

Solution: Printer setup needs to be configured. Once the printer driver is set up to use the proper label settings, log into the **Administrator Options** Panel and configure the printer setup.

> Log in as **Administrator**
>
> Click on **Printer Setup**
>
> Select a **Badge format to configure,** an **Available Printer,** and an **Available Badge Size**.

Problem: Microsoft Access Security Notice "A potential security concern has been identified"
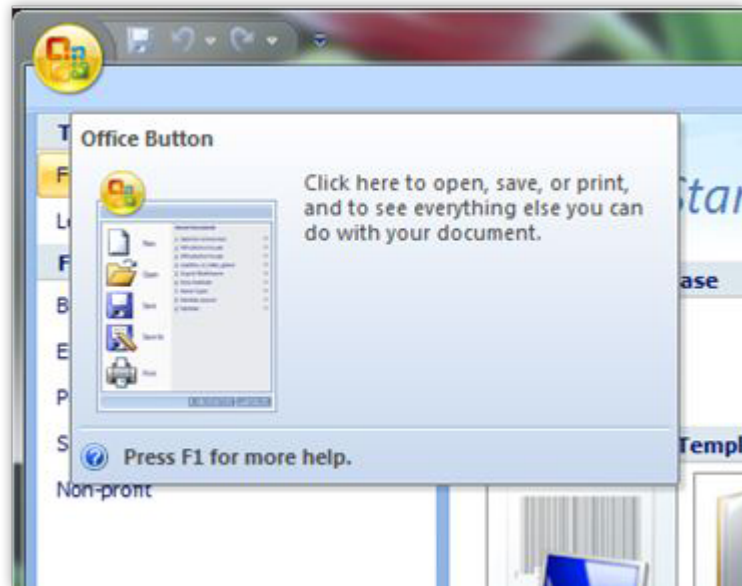
Solution: (depends on the version of MS Access)

Click on the **Office Button**

Select **Trust Center**

Select **Trust Center Settings**

Select **Trusted Locations** and add your new trusted location

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TEMPbadge Printer

Problem: The print is not aligned correctly on my label.

Solution: The printer needs to be calibrated.

Power the printer off.

Hold down the yellow power button (on the top of the printer) while turning the power back on.

Continue holding until the LED (inside the yellow button) flashes , then turns green

Release the button and press once or twice (ejecting a label each time).

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Problem: Labels are coming out of the printer blank. No data is printing on the label.

Solution: Labels are upside down in the printer. Turn the roll the other way and re-install in the printer.

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